

Summary of TennCare Independent Review Requests 2018 YTD Total: 170

1st Quarter Total: 56

2nd Quarter Total: 56

3rd Quarter Total: 58

Amerigroup TN 1st Qtr Total – 23

Denial Reversed: 1

Denial Upheld: 7

Ineligible: 7

Partial: 4

Settled for Provider: 4

AGP 2018 Total: 82

Amerigroup TN 2nd Qtr Total – 15

Denial Reversed: 1

Denial Upheld: 4

Ineligible: 3

Partial: 1

Rescinded: 4

Settled for Provider: 2

Amerigroup TN 3rd Qtr Total – 44

Denial Upheld: 5

Ineligible: 9

Partial: 5

Pending: 15

Referral to TennCare: 6

Rescinded: 2

Settled for Provider: 2

UnitedHealthcare Plan of the River Valley 1st Qtr Total – 33

Denial Reversed: 1

Denial Upheld: 11

Ineligible: 3

Partial: 7

Settled for Provider: 11

UPRV 2017 Total: 83

UnitedHealthcare Plan of the River Valley 2nd Qtr Total – 39

Denial Reversed: 5

Denial Upheld: 12

Ineligible: 7

Partial: 2

Referral to Consumer Insurance Services: 1

Referral to TennCare: 1

Settled for Provider: 11

UnitedHealthcare Plan of the River Valley 3rd Qtr Total – 11

Denial Upheld: 1

Ineligible: 1

Pending: 6

Referral to Consumer Insurance Services: 1

Referral to TennCare: 1

Settled for Provider: 1

Volunteer State Health Plan 1st Qtr Total –1

Settled for Provider: 1

VSHP 2018 Total: 6

Volunteer State Health Plan 2nd Qtr Total –2

Denial Reversed: 1

Settled for Provider: 1

Volunteer State Health Plan 3rd Qtr Total –3

Pending: 3

Provider Types Submitting Independent Review Requests in 1st Quarter 2018:

CMHC:	<u>2</u>
DME:	<u>2</u>
Home Health:	<u>1</u>
Hospice:	<u>1</u>
Hospital:	<u>49</u>
Physician:	<u>2</u>

Provider Types Submitting Independent Review Requests in 2nd Quarter 2018:

DME:	<u>2</u>
Home Health:	<u>2</u>
Hospital:	<u>44</u>
Physician:	<u>8</u>

Provider Types Submitting Independent Review Requests in 3rd Quarter 2018:

DME:	<u>3</u>
Home Health:	<u>2</u>
Hospice:	<u>2</u>
Hospital:	<u>38</u>
Physician:	<u>13</u>
Transportation:	<u>1</u>
Unknown:	<u>1</u>

* Independent Review of claims disputes is only available for TennCare Program services.